



WELLS BLOOMFIELD, LLC
2 ERIK CIRCLE, P. O. Box 280 Verdi, NV 89439
telephone: 775-689-5703
fax: 775-689-5976
www.wellsbloomfield.com

031



Model: SHW-11



Model: SHW-1220

OPERATION MANUAL

Showroom
SERIES

COUNTERTOP WARMER

MODELS

SHW-4

SHW-7

SHW-11

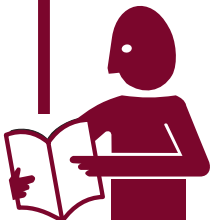
SHW-1220

**Includes
INSTALLATION
USE & CARE**

IMPORTANT: DO NOT DISCARD THIS MANUAL

This manual is considered to be part of the appliance and is to be given to the OWNER or MANAGER of the restaurant, or to the person responsible for TRAINING OPERATORS of this appliance. Additional manuals are available from your WELLS DEALER.

THIS MANUAL MUST BE READ AND UNDERSTOOD BY ALL PERSONS USING OR INSTALLING THIS APPLIANCE. Contact your WELLS DEALER if you have any questions concerning installation, operation or maintenance of this equipment.



PRINTED IN CHINA

LIMITED WARRANTY STATEMENT

Unless otherwise specified, all commercial cooking equipment manufactured by WELLS BLOOMFIELD, LLC is warranted against defects in materials and workmanship for a period of one year from the date of original installation or 18 months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser only.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH WELLS BLOOMFIELD PRODUCTS. This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unauthorized personnel. The prices charged by Wells Bloomfield for its products are

based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Wells Bloomfield factory authorized service agency or one of its sub-service agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid, for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells Bloomfield authorized service agencies are located in principal cities. This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or contact:

**Service Department, Wells Bloomfield, LLC
P.O. Box 280, Verdi, Nevada 89439
phone (775) 689-5707 or fax (775) 689-5976**

for information and other details concerning warranty.

SERVICE POLICY AND PROCEDURE GUIDE and ADDITIONAL WARRANTY EXCLUSIONS

1. Resetting of safety thermostats, circuit breakers, over load protectors, and/or fuse replacements are **not** covered by this warranty unless warranted conditions are the cause.
2. All problems due to operation at **voltages or phase other than specified on equipment nameplates** are **not** covered by this warranty. Conversion to correct voltage and/or phase must be the customer's responsibility.
3. All problems due to **electrical connections not made in accordance with electrical code requirements and wiring diagrams** supplied with the equipment are **not** covered by this warranty.
4. Replacement of items **subject to normal wear**, to include such items as knobs, light bulbs; and, normal maintenance functions including adjustments of thermostats, adjustment of micro switches and replacement of fuses and indicating lights are **not** covered by warranty.
5. Damage to electrical cords and/or plug due to exposure to excessive heat are **not** covered by this warranty.
6. Full use, care, and maintenance instructions supplied with each machine. Noted maintenance and preventative maintenance items, such as servicing and cleaning schedules, are customer responsibility. Those miscellaneous adjustments noted are customer responsibility. Proper attention to preventative maintenance and scheduled maintenance procedures will prolong the life of the appliance.
7. Travel mileage is limited to **sixty (60) miles** from an Authorized Service Agency or one of its sub-service agencies.
8. All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
9. All genuine Wells replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. This parts warranty is limited only to replacement of the defective part(s). **Any use of non-genuine Wells parts completely voids any warranty.**
10. Installation, labor, and job check-outs are **not** considered warranty and are thus **not** covered by this warranty.
11. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

SHIPPING DAMAGE CLAIM PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.

3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Wells Bloomfield cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

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INTRODUCTION

Thank You for purchasing this Wells Bloomfield appliance.

Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

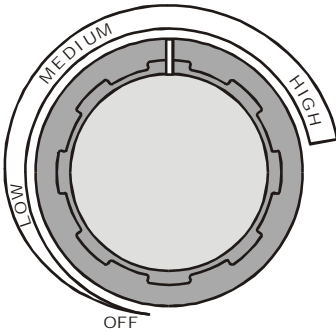
This manual contains the information needed to properly install this appliance, and to use and care for the appliance in a manner which will ensure its optimum performance.

SPECIFICATIONS

MODEL	DESCRIPTION	VOLTS	WATTS	PHASE	NEMA PLUG
SHW-4	4 Qt. ROUND	120	325	1	5-15P
SHW-7	7 Qt. ROUND	120	1025	1	5-15P
SHW-11	11 Qt. ROUND	120	1125	1	5-15P
SHW-1220	12" x 20" RECTANGLE	120	1200	1	5-15P

FEATURES & OPERATING CONTROLS

THERMOSTAT



Temperature Control Knob

1. Warmers are equipped with a thermostat. Power is applied to the heating element according to the control knob position and the actual temperature at the sensing element.
2. The desired temperature is controlled by rotating the TEMPERATURE CONTROL KNOB. The knob has an indicator line which points to general temperature settings.
3. The dial will rotate approximately 300°, and will reach a stop at both ends. The *OFF* position is marked.
4. The thermostat provides very close control of warmer temperature by virtue of the temperature sensing bulb, which is in direct contact with the warmer pan.

PRECAUTIONS AND GENERAL INFORMATION

This appliance is intended for use in commercial establishments only.

This appliance is intended to hold pre-heated, cooked food for human consumption. No other use is recommended or authorized by the manufacturer or its agents.

Operators of this appliance must be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.

Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.

Disconnect this appliance from electrical power before performing any maintenance or servicing.

There are no user serviceable components in this appliance. In all instances of damage or malfunction, Contact Wells Service Dept. (888) 492-2782 for service or repairs.

This appliance is not jet stream approved. Do not direct water jet or steam jet at this appliance, or at any control panel or wiring. Do not splash or pour water on, in or over any controls, control panel or wiring.

Exposed surfaces of this appliance can be hot to the touch and may cause burns.

Do not operate this appliance if it is damaged. Call Wells Service Department (888) 492-2782 for service or repairs.

This manual is considered to be a permanent part of the appliance. This manual and all supplied instructions, diagrams, schematics, parts breakdown illustrations, notices and labels must remain with the appliance if it is sold or moved to another location.



WARNING: Electric Shock hazard

DO NOT open any access panel which requires the use of tools. Failure to follow this warning can result in severe electrical shock.



CAUTION: Risk of Damage

DO NOT connect or energize this appliance until all installation instructions are read and followed. Damage to the appliance will result if these instructions are not followed.



CAUTION: Hot Surface

Exposed surfaces can be hot to the touch and may cause burns.

AGENCY LISTING INFORMATION

This appliance conforms to NSF Standard 4 for sanitation only if installed in accordance with the supplied *Installation Instructions*.



STD 4

This appliance certified to comply with the Standard for Commercial Electric Cooking Appliances by ETL.



Report No.
JZ704*101-301

This appliance conforms to UL Standard 197.

This appliance is certified to CSA Standard C22.2 No. 109.

INSTALLATION

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation. Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on the inside front cover of this manual.



CAUTION FIRE HAZARD

Avoid storing flammable or combustible materials in, on or near the appliance.



CAUTION ELECTRICAL SHOCK HAZARD

The ground prong of the electrical cord is part of a system designed to protect you from electrical shock. In the event of internal damage to the warmer. **NEVER CUT OFF THE GROUND PRONG (large round prong). NEVER TWIST AND ELECTRICAL PRONG TO FIT AN EXISTING RECEPTACLE.** Install an electrical circuit and/or receptacle appropriate to the voltage/ampereage requirements of the appliance.

IMPORTANT: Damage due to being plugged into wrong voltage is NOT covered by warranty.

UNPACKING & INSPECTION

Carefully remove the appliance from the carton. Remove all protective plastic film, packing materials and accessories from the Appliance before connecting electrical power or otherwise performing any installation procedure.

Carefully read all instructions in this manual and the *Installation Instruction Sheet* packed with the appliance before starting any installation.

Read and understand all labels and diagrams attached to the appliance.

Carefully account for all components and accessories before discarding packing materials. Store all accessories in a convenient place for later use.

SET-UP NOTES

1. Setup the appliance only on a firm, level, non-combustible surface. Verify local codes for requirements. Concrete, tile, terrazzo or metal surfaces are recommended. Metal over combustible material may not meet code for non-combustible surfaces.
2. Refer to the *Installation Instruction Sheet* for required clearances. Maintain required clearances between the appliance and adjacent combustible surfaces.
3. Avoid storing flammable or combustible materials in, on or near the appliance.

ELECTRICAL HOOK-UP

1. Refer to the nameplate. Verify the electrical service power. Voltage and phase must match the nameplate specifications. Plugging the warmer into the wrong voltage can severely damage the unit or cause noticeable decreased performance.
2. Your warmer is equipped with a grounded electrical cord. This cord must be plugging into a properly grounded electrical receptacle.

WET OR DRY OPERATION for WARMERS

1. Carefully read the description of the warmer operation on the specification sheet.
2.
 - a. Wells Manufacturing recommends operating WET for consistent food heating.
 - b. If your wet-operation warmer is allowed to run dry, turn it OFF and allow to cool to room temperature before adding water.
3. Add approximately 3/4" of hot tap water before turning the warmer ON. Use of hot water will allow a faster preheat.
 - a. Check the water level frequently and add hot water as necessary to prevent the warmer from running dry. Do not add water to the warmer if it has run dry.
 - b. If your warmer is allowed to run dry, turn it OFF and allow it to cool to room temperature before adding water.
4. Damage caused by allowing a the warmer to run dry is **NOT** covered by warranty. Damage caused by adding water to a dry warmer when hot is **NOT** covered by warranty.

PRE-HEATING THE WARMER

1. Place desired pan(s) or inset(s) with appropriate adapter top on warmer.

Note: Insets and adapter tops are available as accessories. See page 10.
2. Add hot tap water (120°F-135°F) to a depth of 3/4" to 1"
3. Turn temperature control to HIGH.
4. Allow warmer to preheat for 30 minutes, then set the control for the desired temperature. Be sure to keep the warmer covered during preheat and operation.

OPERATION

1. Always use an pan or inset. **DO NOT** place food directly into the warmer.
2. Check water level frequently during use. Running warmers dry will lower the temperature of the food in the insert pan, and may damage the warmer.
3. **DO NOT** use metal tools, steel wool, or caustic or abrasive cleanser to clean warmer pan.
4. *Potentially hazardous* foods must be held with the thermostat set on HIGH.



CAUTION: HOT SURFACE

Exposed surfaces can be hot to the touch and may cause burns.



CAUTION: ELECTRIC SHOCK HAZARD

DO NOT splash or pour water onto control panel or wiring.



CAUTION: HEALTH HAZARD

Potentially hazardous foods must be held on HIGH



CAUTION: HEALTH HAZARD

Always use an inset.
DO NOT place food directly into the warmer.

Always pour hot water into the warmer before it is preheated. **DO NOT** pour water into a dry, heated warmer. This may damage the unit.

DO NOT put ice into a warmer pan. This will cause condensation on the inside of the warmer. Damage caused by condensation is **NOT** covered by warranty.

Stir thick food items frequently to keep food heated uniformly.

Keep insets covered to maintain food quality and temperature.

CLEANING INSTRUCTIONS



CAUTION: ELECTRIC SHOCK HAZARD

Do NOT splash or pour water into or over any control panel or wiring.



CAUTION: ELECTRIC SHOCK HAZARD

Disconnect warmer from electric power before cleaning



CAUTION: BURN HAZARD

Allow warmer to cool completely before cleaning.



CAUTION: ELECTRIC SHOCK HAZARD

DO NOT submerge warmer in water.

DAILY CLEANING INSTRUCTIONS

PREPARATIONS: Turn control knob to OFF. Unplug the warmer. Allow warmer to cool before proceeding. Remove any insets, pans and/or adapter tops (if used). Remove water from well if used for wet operation.

FREQUENCY: Minimum - daily.

TOOLS: Mild Detergent
Solution: 10 Parts Warm Water to 4 Parts Vinegar
Plastic Scouring Pad
Clean Cloth or Sponge

1. Wipe entire unit down using a clean cloth or sponge and mild detergent.
2. Use a plastic scouring pad to remove any hardened food particles or mineral deposits. IMPORTANT: DO NOT use steel wool for cleaning.
3. Rinse warmer thoroughly with a vinegar and water solution to neutralize all detergent cleanser residue.
4. Inspect warmer tank for damage. Damage to the outer body may allow grease and water to leak into insulation and heating element, causing a potential fire and/or electric shock hazard. Contact Wells Bloomfield (888) 492-2782 to inspect warmer if you suspect water or grease contamination.

CLEANING INSTRUCTIONS (continued)

WEEKLY CLEANING INSTRUCTIONS

PREPARATIONS: Remove any insets, pans and/or adapter tops (if used). Remove water from well.

FREQUENCY: Weekly, or whenever lime or scale is seen accumulating on the sides of the warmer pans.

TOOLS: Wells Delime Cleaner (1 package per pan)
Plastic Scouring Pad
Clean Cloth or Sponge



FIRST AID

EYES: In case of contact, immediately flush with warm water for 15 minutes and consult a physician

SKIN: Wash with soap and water

INHALATION: Relocate to fresh air.

INGESTION: If swallowed, drink plenty of water or milk and consult a physician

EMERGENCY PHONE (800)
255-3924

INGREDIENTS

Sulfamic acid, citric acid, aluminum sulfate. Non-toxic when used as directed.

1. Add water to pans until water is at normal operating level (3/4" - 1" deep) or until water covers accumulated scale.
2. Heat water to maximum temperature (190°F or higher).
3. Pour contents of one package into each warmer pan. Stir to dissolve cleaner. Turn heat control OFF. Cover pans.
4. Allow solution to soak at least one hour, or overnight for heavy scale buildup.
5. Drain hot water from pans. Scrub with a plastic scouring pad. Rinse thoroughly with hot water, then dry.
6. Refill pans with hot tap water and resume operation.
7. Heavy scale buildup may require additional treatments.

TROUBLE SHOOTING SUGGESTIONS

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power to warmer	Circuit breaker off or tripped	Reset circuit breaker
	Unit not plugged in	Make sure unit is plugged in to power receptacle
Warmer will not heat	Temperature control not set	Set control to desired temperature
	Internal damage	Contact Wells Service Dept. (888) 492-2782 for repairs
Warmer trips circuit breaker	Wet insulation	Allow to dry
	Pan leaking or other internal damage	Contact Wells Service Dept. (888) 492-2782 for repairs
	Internal damage	Contact Wells Service Dept. (888) 492-2782 for repairs
Warmer slow to heat	Mineral deposits on pan acting as a insulator	Clean pan(s) with Wells Delime Cleaner.
	Connected to wrong voltage	Verify supply voltage (must match voltage on warmer nameplate)
	Too much water in pan	Remove water from pan until 3/4" of water remains in pan

There are no user-serviceable components in the warmer. In all instances of damage or malfunction, Contact Wells Service Dept. (888) 492-2782 for service or repairs

CARE OF STAINLESS STEEL

Stainless steel is a marvelous material: strong, lustrous and low maintenance. With a minimum of care, it will normally retain its beauty and durability for the life of the equipment. In some applications, however, special care is required in order to maintain stainless steel's special properties.

Restore stainless steel's luster by applying a polish specifically made for stainless steel. Spray on, wipe off with a soft cloth, rubbing in the direction of the grain.

Never use metal implements, wire brushes, abrasive scratch pads or steel wool to clean stainless steel.

Warmer pans, insets and other vessels are subject to a harsher environment. Wells Manufacturing uses a very high quality stainless steel for our food warmer pans. Even the highest quality stainless steel, however, is mostly iron, and will rust, pit and corrode under the following conditions:

- **Poor Water Quality:** Hard water (water with a high content of dissolved minerals) will leave mineral deposits when allowed to dry. Calcium (lime) can buildup on heated surfaces, even under water. If left unattended, hard water spots and lime buildup can lead to rusting, corrosion and pitting.
- **Contact with Chlorides:** Chlorides (specific compounds of chlorine) are found in food, table salt and many cleansers. Chlorides can attack the surface of stainless steel, resulting in corrosion and pitting.

Keep your stainless steel warmers clean and free from calcium buildup.

Use alkaline, alkaline chlorinated or non-chloride cleanser.

Use citric acid-based cleaners to remove calcium deposits.

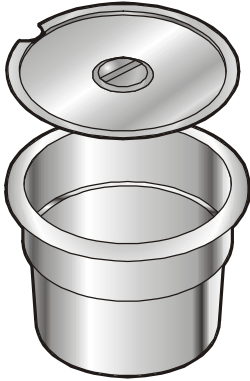
Wells Delime Cleaner is recommended.

For additional information, please read the NAFEM Stainless Steel Equipment and Cleaning Guide. Contact NAFEM at :

North American Association of Food Equipment Manufacturers
401 N. Michigan Avenue
Chicago, Illinois 60611-4267
(312) 644-6610

ACCESSORIES

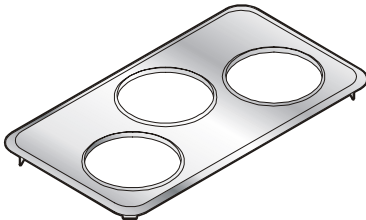
Always use an inset.
DO NOT place food directly
 into the warmer pan.



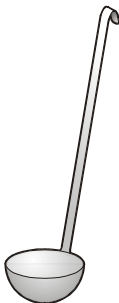
Inset with Slotted Cover



Round Adapter Top



Rectangular Adapter Top



Soup Ladle

DESCRIPTION

PART NO.

INSETS

2½ QT. ROUND INSET w/ slotted cover	20773
4 QT. ROUND INSET w/ slotted cover	20774
7 QT. ROUND INSET w/ slotted cover	20587
11 QT. ROUND INSET w/ slotted cover	20908
11 QT. ROUND INSET w/ hinged cover	21057

ROUND ADAPTER TOPS FOR SHW-11

ONE 7 QT. INSET ADAPTER TOP	20175
ONE 4 QT. INSET ADAPTER TOP	20822

RECTANGULAR ADAPTER TOPS FOR SHW-1220

ONE 4 QT. AND ONE 11 QT. INSET ADAPTER TOP	23138
ONE 7 QT. AND ONE 11 QT. INSET ADAPTER TOP	23139
TWO 7 QT. INSET ADAPTER TOP	23140
THREE 4 QT. INSET ADAPTER TOP	23142

ACCESSORIES

6 oz. SOUP LADLE	21764
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PARTS & SERVICE

DESCRIPTION

PART NO.

IMPORTANT: Use only factory authorized service parts and replacement filters.

CLEANERS

DELIME CLEANER (Case of 24 7 oz. packets)

22838

For factory authorized service, or to order factory authorized replacement parts, contact your Wells authorized service agency, or call:

Wells Bloomfield, LLC

2 Erik Circle
P. O. Box 280
Verdi, NV 89439

Service Parts Dept.
phone: (775) 689-5707
fax: (775) 689-5976

Service Parts Department can supply you with the name and telephone number of the WELLS AUTHORIZED SERVICE AGENCY nearest you.

CUSTOMER SERVICE DATA

please have this information available if calling for service

RESTAURANT _____ LOCATION _____
 INSTALLATION DATE _____ TECHNICIAN _____
 SERVICE COMPANY _____
 ADDRESS _____ STATE _____ ZIP _____
 TELEPHONE NUMBER (____)____-_____

EQUIPMENT MODEL NO. _____
 EQUIPMENT SERIAL NO. _____
 VOLTAGE: (check one) ☐ 120



Wells Bloomfield proudly supports CFESA
Commercial Food Equipment Service Association

SERVICE TRAINING - QUALITY SERVICE



CUSTOMER SATISFACTION



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